

King County Metro Access Ride Guide

You can also read the Ride Guide online at

www.kingcounty.gov/AccessRideGuide

Revised January 2013



**King County
METRO**

We'll Get You There



Interpreter
206-263-3113

Intérpretes Turjubaan Переводчик
Перекладач 통역사 ເປົາ ສຳເລັດ
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Contact Us

Access Rideline 206-205-5000

TTY Relay: 711

Reservations and Customer Service:

Normal business hours: 7 days a week, 8 a.m. - 5 p.m.

Ride Status: 24 hours, 7 days a week

Mailing Address:

821 Second Ave, Suite 200, Seattle, WA 98104

Emailaccess.customerservice@kingcounty.gov

Accessible Services 206-263-3113

Toll Free Line 1-866-205-5001

TTY UsersWashington State Relay: 711

Mail 821 Second Ave, Suite 1240, Seattle, WA 98104

Emailaccessible.services@kingcounty.gov

Speak to someone about your Access eligibility.

Metro Customer Service 206-553-3000

Get current information on transit fares and Access pass costs. Find what bus and/or train takes you to your destination.

ORCA Pass 1-888-988-6722

Toll-Free Line 1-866-205-5001

TTY Users:206-749-4286

TTY Users:Toll-Free Line 1-877-749-4286

The ORCA Pass system, how it works and how to use it.

2-1-1 King County Information Line 2-1-1

Find transportation providers and agencies that offer help with transportation costs.

King County Metro Access Ride Guide

Hello, and welcome to King County Metro Access Transportation (Access). This guide was put together with you in mind. We hope you find it helpful and easy to use.

Why was Access Transportation created?

Riding the bus or rail isn't always possible when you have a disability. Even the best bus and rail service will have barriers some of the time. The Americans with Disabilities Act (ADA) requires that transit agencies like Metro and Sound Transit make their bus and rail services user-friendly for people with disabilities. The ADA also requires transit systems to have a paratransit service when someone can't take the bus or rail because of their disability. In King County, ADA paratransit services are provided by Metro's Access Transportation Services.

How is Access different than the bus and light rail?

First of all, Access is a more expensive service to operate. In King County, an average Access trip costs \$42. An average bus trip costs \$4. Fares pay a portion but local taxpayers pick up most of the cost. If you can take your trip on the bus and light rail, Metro wants to support you doing that. Not only does it save taxpayers' dollars, it also puts you in control of your transportation. But if you can't take the trip on the bus or rail, Access is there.

Access drivers follow routes made up of trips requested in advance by Access riders. The ride is shared so the route is rarely direct.

The Access driver will pull up to a safe and legal space close to where you are waiting and help you get on and off the van. Expect your trip to take as long as a bus ride. Also expect to get picked up a little earlier or later so other rider's trips can be added to the route. Use Access to go anywhere you want within the same area that the bus or rail goes. Just make sure to request your trips in advance and enjoy the ride!

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The Access Ride Guide is printed once a year. For changes that happen during the year see the online version or call Accessible Services.



Here is how to use this guide.

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Quick Start



1. Schedule a ride one to three days in advance.
2. Call seven days a week during normal business hours. Have the exact address for your pick-up and drop-off.

Access Rideline contact numbers:

206-205-5000

Toll-Free Line 1-866-205-5001

Washington State Relay: 711

3. Be ready to board Access at any time within the 30-minute pick-up window.
4. Pay for your ride after boarding Access.
5. You will share your ride with other passengers. Expect stops along the way before you reach your destination.
6. Cancel rides you will not be taking. Call before 5 p.m. the day before.

You are on your way to riding Access!

The Ride – When and where



When can I ride Access?

It depends on your paratransit certification.

You received a certification letter from King County Metro's Accessible Services. Keep that letter because it tells you when you can ride Access Transportation.

You are either certified as fully eligible or conditionally eligible. Your certification determination is valid for up to three years. If you would like to continue service, recertify before your certification determination expires.

Fully eligible means there are barriers to you riding the bus or light rail by yourself because of the limits your disability places on you. Any time you need to take transit, book your trip on Access.

Conditionally eligible means there are barriers to you riding the bus or light rail but they might not always be present. These barriers are listed in your certification letter. Enjoy the convenience of the bus and light rail when those barriers are not there. Call Access and book a trip when there are barriers. If you are not sure, call the Access Rideline and the Reservationist will help you. What about when you can ride the bus or light rail but you can't get to the bus stop or train station because of a barrier? Access can take you to the bus stop or train station to board and complete your trip.

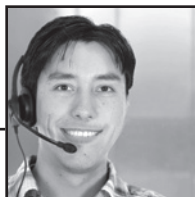
Where can I go on Access?

Anywhere a Metro bus or light rail goes at that time and on that day of the week. Access customers go grocery shopping, to work and school, to get their hair cut or check in with their doctor, meet up with friends, or to enjoy a local park. You can go any place – as long as the bus or rail go there. Call the Access Rideline when you are not sure whether an area is served by public transit.

TIPS

- When your home is outside the area served by Metro or Link light rail, you can arrange to be picked up at another location where there is transit service.
- Are you considering a move within King County? Call Metro Customer Service before you make that decision. They can tell you about the public transit service in the neighborhood you are considering.

The Ride – Booking a trip



Where do I start?

Ask yourself what is more important:
do I need to be somewhere at a certain time or do I want to get picked up at a certain time?

If you need to be somewhere by a certain time, ask the Reservationist to schedule your trip by appointment time. The Reservationist will find the best available pick-up time for you to arrive before your appointment.

If you want to get picked up by a certain time, ask the Reservationist to schedule your trip by pick-up time. The Reservationist will look for the first available pick-up within an hour before or after your request. If you request a pick-up time, we cannot give you an arrival time.

TIPS

- Allow enough extra time to get to your appointment after Access drops you off.

When can I make a reservation?

You can reserve a trip one to three days before but you cannot book a trip for the same day. For example, if you need a ride on Monday, call on the Friday, Saturday or Sunday before to book your ride. Reservationists take calls during normal business hours, seven days a week. Call Access Rideline.

TIPS

- Call for reservations earlier in the day to avoid high volume call times.
- Try the new online reservation service – Access Online will be available soon.

What do I need to know to book a trip?

The Reservationist will ask you these questions.

- Your name and ID number as it is written on your Access card.
- Your home address and phone number.
- The date of your trip.
- The exact street address where Access will pick you up.
- The exact street address of where you are going, the time you need to be there and a phone number where you can be reached.
- What mobility aid you will be using and if you will be bringing an oxygen tank.
- If you will be bringing someone, and if they use a mobility aid or an oxygen tank.
- If a baby or child will be riding with you, remember to bring an infant or child seat; vans do not have them on board.
- If an animal will be riding with you. A pet must ride in a carrier but a service animal does not.
- If you will be bringing anything else with you on the van such as packages or a personal grocery cart.
- The time you would like to be picked up for your return trip.

TIPS

- Meeting up with someone? Give the Reservationist the phone number of the person you are meeting and give your friend the Access Rideline number.

- Going somewhere new? Call three days ahead and tell the Reservationist this is a new trip for you. If Access has not been there before they may send someone out to look at it before the day of the trip.

What information will the Reservationist give me?

The Reservationist will check to see if this is a trip that you can take on Access. Then they will tell you either:

- there is no Metro bus service or Sound Transit Link light rail service at that time or day, so no trip can be booked, or
- you're conditionally eligible and there are no barriers so take the bus or train for this trip, or
- confirm your reservation, tell you the time of your pick-up window and where Access will pick you up and drop you off.

If the trip can be taken on Access, the Reservationist will find the route that your trip will be on and give you a 30-minute pick-up window. You need to be ready to board Access any time during this window. For example, if you are given a window from 11:30 a.m. to 12 p.m., Access could come as early as 11:30 and any time after that—up to 12 p.m.

You will be given a specific location where Access will meet you to pick you up and to drop you off.

TIPS

- Repeat the information back to the Reservationist and write it down if you can.
- Ask questions! If you are not clear, take the time to check. Many of our late and missed

trips are because of a misunderstanding at the time the booking is made.

How do I confirm my ride?

Your trip is confirmed when you make your reservation. If you want to check the time and day of your scheduled trips, call the Access Rideline. Choose the confirm or cancel ride option from the phone menu. During business hours you can also check with a Reservationist.

How do I cancel my ride?

Call the Access Rideline to cancel as soon as you know you can't take the trip. Choose the cancel option from the phone menu or talk with a reservationist during business hours. When you can, call us before 5 p.m. the day before your trip. Letting us know earlier is best because we can offer the ride to another customer. So let us know when you know.

The Ride – Day of the ride



Before the 30-minute window begins

take time to prepare for your trip.

- Listen to the weather forecast and dress for it. Carry water on hot days and bring medications and any snacks you need.
- Take a restroom break before boarding the van. There is no restroom on Access vehicles and drivers cannot stop.
- Remember to take important phone numbers with you, including the Access Rideline number.
- Make sure your mobility aid is in good working order and your battery is charged.
- If you use oxygen, take a full tank in case your ride is longer than expected.
- Make sure you have your Access fare with you.

The 30-minute window is starting. What should I do?

Be ready with your coat at the beginning of the window – Access can come at any time within that window. Wait where you can see the van arrive.

TIPS

- Watch for a taxi too. Access contracts with taxi companies when demand is high.
- Can't see the van from where you wait? Find out more about the Advance Call Service under Additional Services.

If the Access van doesn't come during the 30-minute window, call Access Rideline right away. Tell them exactly where you are waiting and we will get a van to you as quickly as possible.

TIPS

- Consider carrying a cell phone when you wait away from a phone.

What happens when the van arrives?

The driver will wait five minutes for you to board. If the van comes early, the driver will wait until your pick-up window begins and then give you five minutes to board. The driver will ask your name to confirm your trip and help you board. Each person will be individually assisted on to the van. Curb-to-curb service is attending to each rider. If you use a mobility aid and need the lift, you will be asked to board using the lift manufacturer's preferred boarding method. Access requires that you stay seated during your trip and that you use the safety equipment, such as seat belts; the driver will secure you and your mobility aid once you are on board. The driver will ask you for your fare if you do not have a current pass. There is no farebox on Access; give your fare to the driver. At the end of your trip remain seated until the driver is ready to help you off the van. Your trip back will work the same way.

If you are not at the pick-up spot or not ready to board in five minutes, the van will leave to stay on schedule.

How much does it cost to ride Access?

Fare prices can change. Call Metro's Customer Service to find out the current cost. For the different ways you can pay, take a look at the Important Information section.

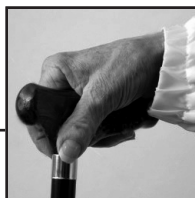
How long will my trip be?

The length of your trip will vary. If there is no one else on your route, the trip could be shorter than a bus ride. But most of the time it will be similar.

TIPS

- Go to the Metro Online Trip Planner and plan your trip on a Metro bus. This gives you the approximate trip length on Access.
www.kingcounty.gov/tripplanner

Additional Services – Beyond ADA



Advance Call – we're almost there

We give you a call shortly before the van arrives to pick you up. This is an automated call activated by dispatch. Advance Call service needs to be set up ahead of time with a Customer Service Representative. Call the Access Rideline if you are interested in this service.

Door-to-Door – help past the curb

The Access driver meets you outside your main entrance, walks with you to the van and helps you on board. If you live in an apartment building, the driver will come to the main entrance and announce the van's arrival. Drivers are not able to go inside the building. Your driver will also help you off the van, offer a steadying hand, and walk with you to the door of your destination. If you need more help after you have entered the building, arrange for someone to meet you. Door-to-door service is only available when the driver can safely park close enough so they can see the van from the building entrance. Call Accessible Services if you don't have this service and you think you need it.

Hand-to-Hand – never left alone

Your caregiver is with you at the door when the Access driver picks you up. When you get to where you are going, the driver will hand you off to the person there to meet you. If no one is at your destination, or your home on the return trip, the Access driver will keep you on the van and continue on their route. Access dispatch will call your contact numbers and arrange for you to meet up with them.

A no-show will be recorded when this happens. Call Accessible Services to set up an evaluation if you don't have this service and you feel you need it. A caregiver may also call on your behalf.

Will-Call Rides – when you miss your ride because of a late appointment

If your appointment runs late and you cannot meet the van, call Access Reservations as soon as you can. Finding space for you on another van may take time. Because of this, Reservations may ask you to call back in 15 minutes for your will-call ride. Most riders get picked up within 90 minutes. The trip you missed will not be recorded as a no-show.

Standing Ride – same place, same day and time

This is also called Subscription Service. We pick you up and take you to the same place, at the same time, on the same day, every week. You only call to cancel. Standing rides are cancelled on holidays so call us if you still need the ride. You can also place these rides on hold for up to 30 days. Call the Access Rideline and talk with a Reservationist to set up a standing ride.

Registered Trip – same place, different days or times

Help us save time and reduce errors by registering locations you go to frequently. Each address you register will be given an abbreviation. When you call in, use the abbreviation and tell us the day and time you want to go.

Rural service – extending Access beyond bus service

Access service extends further than what the ADA requires in eastern King County and the Transit Now Initiative passed by voters in 2006 added Access service in pockets of rural King County not served by buses. If you are not sure if service is available in your area, call Accessible Services and we can tell you.

Besides ADA paratransit service, our local community also funds these Access services that go beyond the ADA. Trips that include these services may not have the same federal protection as ADA trips. These additional services may also be cut if there is no funding available. For more information on the ADA regulations go to www.ada.gov.

Important Information



Paying for Access

There is only one fare on Access. You can pay the fare in the following ways:

- In cash – have exact fare
- With a pass
- Metro tickets
- Or a combination of the three

Purchasing a pass

Passes are loaded on an ORCA card. You can purchase a pass online at www.orcacard.com, by mail, fax, phone or in person. Call the ORCA line to get more information on how and where to buy a pass. The Customer Service Representative will help you determine the pass that is best for you.

To find resources that offer financial help to pay for transportation, call the 2-1-1 King County Information Line.

Language Line – speaking your language

Tell us your preferred language and we will get an interpreter on the line. This takes a minute while we connect with the Language Line. This is a free service for you.

Personal Care Attendants and companions

Your Personal Care Attendant (PCA) doesn't pay a fare but must ride with you to and from your exact pick-up and drop-off spots. If you want to take a PCA with you on Access, call Accessible Services. Companions who ride with you will pay the same fare as you.

Service animals and pets

You will not be charged a fare for a service animal. If you bring a pet and the pet carrier is on your lap, there will be no fare charged for your pet. However, if your pet carrier takes up a seat you will be charged an additional fare. Keep control of your animal during the ride.

Holiday service

Access service is limited on bus service holidays.

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the day after
- Christmas Day

Standing rides are cancelled on these days. When you need a ride on these days, remember to call the Access Rideline to schedule it.

When a ride isn't cancelled

If an emergency happens or you become sick before a trip and can't go as planned, call the Access Rideline as soon as you know you can't take the trip. Someone is available 24 hours a day. When you call and explain the emergency the no-show may be excused for that trip.

A ride canceled after 5 p.m. the day before will be recorded as a late cancellation. Remember, if you don't

let us know, we lose the chance to use those resources for other customers and you will be given a no-show. So call us.

When you miss a trip

Anytime you miss a connection with the van, call us right away if you still need a ride home. We will find an available seat to take you home, but the van may arrive later than your original pick-up time.

If you have other rides scheduled that day call us to check-in. Let us know if you still need the ride or if you want to cancel.

Suspension for no-shows

Access customers are suspended if they have too many no-shows. Every no-show means that taxpayer's money was wasted; no-shows are taken seriously.

A no-show or late cancellation will be recorded:

- If the ride is cancelled after 5 p.m. the day before your trip, or on the day of your trip or
- If the rider is not at the agreed upon pick-up spot during the 30-minute pick-up window or
- If the rider doesn't board within five minutes from when the Access van arrives during the 30-minute pick-up window.

If Access made a mistake and went to the wrong location, the no-show will be taken off your record. Call the Access Rideline if you think a no-show was recorded that was beyond your control.

After each no-show customers receive daily automated phone calls for one week to remind them of upcoming rides. After three no-shows in a 30-day period, customers receive a letter giving the dates and addresses of the no-shows. After six no-shows in 30 days, the customer will be suspended from Access for no less than one week, or up to 180 days. Customers can appeal a no-show suspension within 60 calendar days from the date the notification is sent. Written requests for reviews are mailed to Accessible Services.

Bad weather

Access transportation has limited service when there is snow or bad weather; expect delays. Call Access Rideline in advance to find out if we are serving your area. If we are, we will send out a van. Once they are closer to you the driver will make the final decision if your trip is possible. Access vans can't reach you when there are slick or closed streets. Sidewalks, driveways and ramps also need to be clear.

If you need to travel and weather permits, dress appropriately. On bad weather days the interior of the van may become hot or cold because doors may need to be left open for longer periods of time to operate the lift. The driver is not able to control these temperature fluctuations.

When the weather is bad, don't go out if you don't need to. Call and cancel your rides if you decide it is not safe. No-shows are not counted during bad weather.

During extreme weather conditions all rides are canceled including standing rides. We will try to provide life sus-

taining trips such as those to dialysis or chemotherapy. So call us if you need transportation for medical reasons.

Bringing items on your trip

When you book your ride tell the Reservationist what items you want to bring. They will check to see if these items are allowed on the van. In most cases bringing a package that can be held on your lap is fine. Transporting items that can not be secured in a safe manner can be a safety risk and are not allowed. Examples of items we do not transport are any item weighing more than 40 pounds, more than two pieces of luggage per rider, flammables, and uncovered glass or sharp objects. On the day of your trip the driver can help you carry four bags or packages each weighing 10 pounds or less. Packages that you can't carry on your lap will be secured by the driver.

Mobility devices on Access

We take an inventory of the mobility aids you use when you register for Access. Let the Reservationist know when you book your trip which mobility aid you plan to bring. If you have a new mobility aid, call Accessible Services before taking it on Access. We weigh and measure wheelchairs, scooters and motorized wheelchairs to make sure they fit within the Access maximum size and weight. The Scheduling Department may also need to adjust the van schedule to ensure the correct space and time needed to board and deboard the van with your new mobility aid.

Traveling across King County lines

Access vans only travel in King County. If you need a ride to Snohomish, Kitsap, or Pierce counties you will ride

Access for the King County part of your trip and another provider will meet you at a transfer location to take you the rest of the way. These trips are also known as Out of County Transfer trips. Call your home paratransit office early in the day to schedule an Out of County Transfer trip. This gives the two agencies time to coordinate the trip before scheduling closes for the day.

Taking a ferry

Access will bring you to the ferry dock where you will de-board the van, pay the ferry fare and then board the ferry on your own. When the ferry arrives at the other side you will meet another paratransit vehicle that will take you to your destination. You will be given a 30-minute window for this vehicle that will start sometime after the ferry docks.

Lost and found

Items found on the van are kept for 30 days. Call Access Rideline and give Customer Service a description of your lost item and the date and time of your trip.

Items can either be returned to you by Access when a van is in your neighborhood or you can arrange to pick them up.

Checking your trip information any time

Call the Access Rideline and talk with a Reservationist during regular business hours or use the automated line 24 hours a day. To use the automated line, call Access Rideline and press "1" for the automated prompt. You will need to enter your Access ID and password, and follow the instructions given.

Visitors

Visitors can use Access services for 21 days in a 12-month period when they have a valid ADA Paratransit Card or other paperwork showing that they are certified for paratransit services elsewhere or unable to use the bus. We encourage visitors to contact Accessible Services a month before their visit.

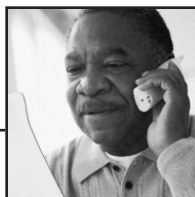
Regional visitors

When you are ADA Paratransit certified by the cities of Everett, Intercity Transit, Island County, Jefferson Transit, Kitsap Transit, Pierce Transit, Skagit Transit, or Snohomish County, you can use Access as many days as you need. To get started, have your home paratransit agency send us your eligibility information. After we receive your information we will call to let you know that you can begin calling Reservations to book rides.

Infant and child seat requirements

When you are riding with a child under the age of four, you will need to bring a child seat. The driver will secure the child seat after you have secured the child in it. If the driver feels the seat is unsafe or it cannot be safely secured in the van, you may be denied service.

Frequently Asked Questions



Why am I given a 30-minute window instead of an exact time for my pick up?

From the time you book your ride to the day of your ride, schedulers are adding riders and moving reservations. Being able to work with a window of time gives us the opportunity to add riders to routes and serve more customers. Traffic and weather also affect Access van arrival times.

What affects trip length?

Your ride will take about the same amount of time it would take to do the same trip on the Metro bus. Sometimes a little less. This includes the time it would take to travel to a bus or light rail stop, get on and off, and then get to your destination. Access vans will make stops along the way to drop off other riders and will follow a route that may not go directly to your destination. Just like a bus.

Access is different than the Metro bus and light rail in that the route will change depending on the riders' destinations that day. Some days you may get to your destination a lot quicker than other days.

How do you decide which rider is dropped off first?

There are many factors that go into scheduling your drop-off. Think about it like running errands in a day. One day you may need to buy stamps at the post office, pick up your dry cleaning and buy food at the grocery store for tonight's dinner, while keeping in mind that the stores close at different times. You would need to follow a particular

order to get to the places you need to go before the stores close. You may even need to travel past one store to get to another.

Similarly, your Access driver needs to take you and the other riders with different appointment times to different stops. When you booked your ride, your destination was matched as closely as possible with the other riders' destinations. Then the route was built. It may not be obvious why the driver is following a particular route; however your Access van will get you and the other riders to your appointments.

Why do I sometimes arrive early for my appointment?

We may drop riders off up to an hour before their appointment to help keep costs down and serve more riders. There are also times when a trip before you is cancelled or no-showed and your van gets you to your destination sooner than scheduled.

Can someone else make a reservation for me?

Yes. They must have your name, home address and Access ID number and the Reservationist may ask their relationship to you. If you do not want someone making reservations or checking on your rides, let us know and a note will go into your file.

Can the van wait more than five minutes?

No. Access is like a Metro bus or the light rail. The van needs to stay on schedule and cannot wait longer than five minutes.

Can I choose where I sit on the Access van?

Yes. In most cases you can choose your own seat. However, sometimes the driver will direct you to a seat. This is necessary when there is a particular mobility device that must be accommodated or a customer needs to be in a specific location for safety reasons.

Can I change the time of my ride?

Yes. If you call before 5 p.m. on the day before the trip and you change the time more than one hour. So if you have a 9 a.m. pick-up on Tuesday, you can call before 5 p.m. on Monday and change it to an 8 a.m. or earlier pick-up or a 10 a.m. or later pick-up.

My appointment ended early. Can I get picked up earlier?

Sometimes. It is difficult for us to respond quickly to a request on the same day. If your trip is long or there are not many Access vans in your area, or there is heavy traffic, it is unlikely that we can get to you any earlier. However, there are times when we can. Call the Access Rideline as soon as you can and speak to someone in Dispatch. They will look to see if we can pick you up early.

My appointment ran late. What do I do?

Call the Access Rideline as soon as you know you will be late and we will find the next available pick-up time. This is called a will-call trip.

Can I call on the same day as my ride and ask to be dropped off at a different place?

No. We can't change your drop-off or pick-up location on the day of your trip. But you can change a location if you

call at least one day before your ride is scheduled. Just like a bus driver, Access drivers must follow the scheduled route. Any changes to your pick-up or drop-off location make it a new route.

Can I take more than one trip a day on Access?

Yes. You can take multiple trips on Access per day. We ask that you schedule your next pick-up time at least 30 minutes after you are to be dropped off by an Access van.

Will I have to transfer to another van? How does that work?

You may have to transfer to another van when you are going long distances. Just like the bus, Access will take you to a predetermined transfer location where you will wait for your transfer vehicle.

How does Access select pick-up locations?

Access reviews many of the sites before your trip. We look for safe, legal and reliable locations when choosing pick-up and drop-off spots. If you have a safety concern contact Accessible Services and ask for a site evaluation.

Can I bring a personal shopping cart?

Yes, when it can be safely secured. Let the Reservationist know when booking your trip whether you will be bringing a folding or non-folding model.

What is the difference between a PCA and a Companion?

A Personal Care Attendant (PCA) is someone who helps you on a regular basis with one or more daily life functions, such as dressing, bathing or eating. If you use

a PCA and want to be able to take a PCA on Access, call Accessible Services and we will mail you the necessary paperwork. It is your responsibility to find a PCA for your trip. Accessible Services does not provide a PCA.

A companion is anyone else who is traveling with you.

Do Access drivers receive medical training?

Yes. Drivers receive First Aid and CPR training. 911 is called for medical emergencies.

Working Together



What you can expect from us

- We will protect your safety
- We will guard your privacy
- We will treat you with respect
- We will keep you informed
- We will listen

What we expect from you

- To show courtesy to each other and staff
- To tell us when your ride doesn't go right
- To let us know when we do better than expected
- To follow Metro's Code of Conduct

How do I comment on my experience with Access Service?

Call Access Rideline, write, or send us an e-mail (access.customerservice@kingcounty.gov) with as much detail as possible – date and time are especially helpful when we research your comment. We want to know right away when something happens that doesn't seem right to you or when something doesn't work. And when your trip goes well, your praise is passed on to the staff.

We research each problem reported to us and send you the results when you request it. We also protect your privacy. Tell the customer service representative when you are concerned about an employee knowing it was you who complained. We do not tolerate acts of retaliation.

When you ask for a reply, we send you a notice within three days to let you know we received your information.

A call or letter with the resolution is sent within 10 days of our receiving your information. You can also send your comments on the postage paid comment cards posted in the information rack on the vans.

Can I make a complaint directly to Metro?

Yes. Call, write or e-mail King County Accessible Services with your concerns and include the Access complaint number. Accessible Services staff will investigate the response to your complaint and work with Access management until the problem is fixed.

What happens if a customer doesn't follow the Metro Code of Conduct?

The customer could be immediately expelled from service if the misconduct is threatening to Access staff or another customer or if there is a possibility of personal injury or property damage.

A customer who has been expelled, or has a documented pattern of inappropriate behavior, may be suspended from service.

A first suspension is usually no more than 30 days.

If there are many severe violations, the rider may be suspended for longer periods, including indefinitely.

A suspension for an indefinite period will be reviewed at 12-month intervals when requested by the suspended person.

Suspended riders receive a written suspension notice that is delivered to them or mailed to their home. If they do not immediately comply with a suspension order they may be prosecuted for criminal trespass.

A person whose privileges have been suspended may submit a written request for a Suspension for Misconduct Review. Written requests for reviews are mailed to Accessible Services.

Does Metro have a policy against discrimination?

King County Metro Transit does not discriminate in the provision of service on the basis of race, color and national origin. For more information on Metro's non-discrimination obligations, or to file a discrimination complaint, you may call Metro's Customer Information Office at 206-553-3000. You may also contact Metro in writing at the following address, General Manager, King County Metro Transit, KSC-TR-0415, 201 S. Jackson St., Seattle, WA 98104.

Getting there

TRANSPORTATION RESOURCE CENTER

Riding Tips

- Be prepared for the weather. Carry a raincoat or poncho on rainy days.
- Have important medical information with you.
- Wear sturdy shoes with non-slip soles.
- Check cane tips to make sure metal is not showing.
- Make sure wheelchair and walker brakes are in good working order.
- Wear white or bright colored clothing and use reflectors, safety flags and or bicycle lights on your wheelchair or walker.
- Carry a card with your name, address, phone number and emergency contact information and instructions.
- Keep backpacks and bags lightweight and zipped. On wheelchairs consider using a side pouch or small bag under the seat for easy access.
- Tell the driver when you need help.

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King County
METRO

Access

Transportation

STARTRANS



Metro's Code of Conduct

- No eating or drinking. Customers who have a medical need may obtain an exception from Access Transportation.
- Must pay fare.
- No alcoholic beverages.
- No smoking.
- Respect others by not engaging in loud, unruly, harmful, abusive or harassing behavior.
- Wear headphones when playing a radio, tape recorder, or audible game.
- Do not block an aisle or occupy a seat that has not been paid for.
- Do not cause unreasonable delays: delay the Access van, impede passenger movement or interfere with Access service.
- Odors that unreasonably disturb others are not allowed
- Dangerous weapons are not allowed.
- Impersonating a transit employee or official will not be allowed.

Need this information in an alternate format?

This information is available in large print, Braille, on audiotape or computer disc (CD) by calling:

206-263-3113, TTY Relay: 711

E-mail: accessible.services@kingcounty.gov



We'll Get You There

rev:02/13:srl